

## PENCAPAIAN PIAGAM PELANGGAN JMM JULAI 2023

Bil.	Perkhidmatan	Perkhidmatan yang menepati Tempoh Masa/Standard Piagam Pelanggan Yang Ditetapkan		Perkhidmatan Yang Melebihi Tempoh Masa/Standard Piagam Pelanggan Yang Ditetapkan		Pencapaian sehingga 31 Julai 2023
		Jumlah	%	Jumlah	%	
1.	Mengadakan pameran tentang sejarah, budaya dan alam semulajadi negara melalui;	22	100	-	-	Jumlah keseluruhan sebanyak 54 pameran
	I. Pameran Tetap – berterusan	06	100	-	-	
	II. Pameran Khas - minima 8 pameran setahun	26	100	-	-	
	III. Pameran Luar – minima 5 pameran setahun					
2.	Pertanyaan dan aduan pelanggan;					95 pertanyaan/ aduan diterima. Semua pertanyaan dan aduan telah dijawab
	I. Memberi akuan terima ke atas pertanyaan/aduan dalam tempoh 3 hari bekerja	32	100	-	-	
	II. Maklum balas pertanyaan/aduan dalam tempoh 14 hari bekerja	63	100	-	-	
3.	Permohonan lawatan berpandu ke muzium melalui;	510	100	-	-	1130 permohonan lawatan berpandu termasuk surat/emel dan telefon/sms
	I. Surat/ Emel - dijawab dalam tempoh 7 hari bekerja					
	II. Telefon/ Khidmat Pesanan Ringkas (SMS) – dijawab serta merta	620	100	-	-	
4.	Maklum balas permohonan penyelidikan iaitu kelulusan/ kebenaran menjalankan penyelidikan dalam tempoh 14 hari bekerja	32	100	-	-	32 maklum balas permohonan penyelidikan telah dijawab
5.	Permohonan perkhidmatan dijawab dalam tempoh 14 hari bekerja:					365 permohonan perkhidmatan pinjaman koleksi/ konservasi/ fotografi/ penggambaran/ sewaan ruang yang telah dijawab
	I. Pinjaman koleksi	113	100			
	II. Konservasi	26	100	-	-	
	III. Fotografi	205	100			
	IV. Penggambaran	11	100			
	V. Sewaan Ruang	10	100			
6.	Permohonan kerjasama melibatkan aktiviti pameran dijawab dalam tempoh 14 hari bekerja:					08 permohonan kerjasama melibatkan aktiviti pameran
	I. Pameran dalam negara	06	100	-	-	
	II. Pameran luar negara	02	100			
7.	Khidmat kepakaran permuziuman kepada agensi, institusi atau orang perseorangan yang memerlukan	09	100	-	-	09 khidmat kepakaran permuziuman

## CLIENT CHARTER ACHIEVEMENT JULY - 2023

No.	Service	Services That Accomplished Within the Specified Time Frame/Client Charter Standard		Services That Exceed the Specified Time Frame/Client Charter Standard		Achievement until 31 July 2023
		Total	%	Total	%	
1.	Exhibitions on nation's history, culture, and nature held through;					54 exhibitions for the grand total
	I. Fixed Exhibitions – continuous	22	100	-	-	
	II. Special Exhibitions – at least 8 exhibitions a year	06	100	-	-	
	III. Road shows – at least 5 exhibitions a year	26	100	-	-	
2.	Customer's inquiries and complaints;					95 inquiries/ complaints received. All inquiries and complaints have been responded
	I. Provide acknowledgement to inquiries and complaints within 3 working days	32	100	-	-	
	II. Response to inquiries and complaints within 14 working days	63	100	-	-	
3.	Museum guided tour applications through;	510	100	-	-	1130 guided tour applications received from all channel namely mail/e-mail and call/SMS
	I. Mail/ E-mail - respond within 7 working days					
	II. Call/ SMS – respond immediately	620	100	-	-	
4.	Feedback on research application which is approval to conduct research within 14 working days	32	100	-	-	32 feedbacks on research application have been responded
5.	Service requests responded within 14 working days:					365 applications service collection loan/ conservation/ photography/ filming/ space rental have been responded
	I. Collection loan	113	100			
	II. Conservation	26	100			
	III. Photography	205	100	-	-	
	IV. Filming	11	100			
	V. Space Rental	10	100			
6.	Cooperation involving exhibition activities requests responded within 14 working days:					08 applications cooperation applications involving exhibition activities
	I. Domestic exhibition	06	100	-	-	
	II. International exhibition	02	100			
7.	Museum expertise consultation to agencies, institutions or anyone individuals.	09	100	-	-	09 museum expertise consultation